



MR C I HODGKINS
[REDACTED]
LONDON
[REDACTED]

Phoning to tell us you have paid? Call our automated bill payment advice service on 0800 671700.

28th January 2006.

Dear Customer,

CUSTOMER NO : [REDACTED]
TELEPHONE NO : (020) 8 [REDACTED]
AMOUNT DUE : £134.38

Our records show that we have not yet received payment of your recent telephone bill. As payment is now overdue a £5 charge for late payment will be shown on your next bill. If you have recently paid please disregard this letter and we apologise for any inconvenience caused.

If you have not paid you must do so immediately to avoid restriction to your service. Continued non-payment will result in full disconnection and cessation and this will also affect any Broadband services or products associated with this line. You can pay by sending a cheque to BT Payment Centre, Durham DH98 1BT, by Debit/Credit card on 0800 443311 or alternatively at a bank or in cash at a Paypoint outlet with your bill or BT Payment Card. Please allow at least two working days for the payment to reach us.

If you have problems paying the outstanding amount, we may be able to help you, please contact one of our Credit Management Advisors on Freephone 0800 671700 (Mon-Sat 8.00am-8.00pm).

If your service is restricted for outgoing calls a reconnection fee of £10 plus VAT will be charged, or £20 plus VAT if your service is fully disconnected.

To avoid future late payment you may need to consider alternative payment options. To discuss our Pay&Call* service that allows you to "Pay as you Go", call 0800 671700. Alternatively pay your bills the EASY WAY by monthly payment plan by calling 0800 443311 with your bank or building society details, and we will be pleased to set up your plan over the phone.

*Pay&Call is not available with some services.

Yours sincerely

on behalf of BT Credit Management
Payment Collection Team

CHRIS HODGKINS

[REDACTED]

February 2nd 2006

Sir Christopher Bland
Chairman
British telecom
BT Centre
81 Newgate Street
London
EC1A 7AJ

Dear Sir Christopher Bland

I have since Christmas had the most appalling experience with BT that frankly I never want repeated.

Due to the bumbling ineptitude of BT my ire is such that I have no other recourse but to write to you directly under the reasoning that it always better to talk to the butcher, never the block.

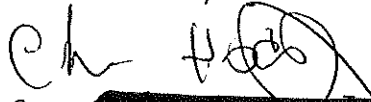
It should be noted that I have been a BT customer since 1983 and I have always paid my bills on time.

I refer you to the attached letter that sets out the disgraceful chain of events that have led to this letter. The preposterous business dealings of BT whereby an engineer is called out to deal with faulty equipment that I rent from BT, and with no warning, no estimate, no quotation, the engineer breezes in, fits another handset and then breezes out, and your company has the impertinence to charge me £115 for repairing its own equipment that I rent.

I fervently hope that something is done immediately as I have expended enough time on this matter without recourse to Parliamentary Select Committees, the press and broadcast media.

Thank you for your attention in this matter.

Yours sincerely



Cc:

[REDACTED]
Mr Ben Verwaayen CEO

[REDACTED] London [REDACTED]
[REDACTED]
[REDACTED]

CHRIS HODGKINS

[REDACTED]
2nd February 2006

BT PLC
Correspondence Centre
Durham
DH98 1BT

Dear Sir or Madam,

Re: C.I. Hodgkins [REDACTED]

I have been a BT customer since 1983.

On 20th December 2005 I received a bill from you for £195.38. To my incredulity there was a one off charge for £115 on 3rd October for "timescale charge network repair."

I was astounded by this as I rent the equipment and pay line rental. I did not at that time have a computer or any other telecommunications equipment in the house apart from your rented telephone. The engineer tested the line and fitted a new handset - BT Duet 60 - and left. At no time did he inform me there would be a charge for this activity; neither did he give me a quotation or an estimate.

The bill with this outrageous demand arrived first post on 21st December 2005. I dialled 0800 800 150 at 8am and spoke to a call assistant who attempted to put me through to the repairs department. I was cut off. I had a dental appointment at 9.15 am and I called 0800 800 150 from my mobile phone, which was at my expense. I spoke to a call assistant who connected me to the repairs department. This person said they could not deal with it and said they would e-mail the appropriate department and that for the matter to be resolved someone would have to speak to me directly. I said I was away until 2nd January 2006 and that it was advisable for someone to call me in my office on 0207 928

[REDACTED] London [REDACTED]
[REDACTED]
[REDACTED]

CHRIS HODGKINS

9089 as I am rarely at home. It was agreed that the sensible course of action was for me to pay the bill with the exception of the disputed amount which is £115 + VAT i.e. £135.12

I dispatched a cheque - number 001178 - first class on 21st December 2005. Nobody from BT communicated with me orally or in writing, until I received a reminder dated 10th January 2006. On the morning that I received the reminder I called 0800 800 150 and from the call assistant I received apologies and assurances that the matter would be put on hold while someone would call me.

On 31st January 2006 I received a letter dated 28th January 2006 saying that "our records show that we have not yet received payment of your recent telephone bill." Please note you had received part payment of £61 that was cleared through my bank account at [REDACTED] on 30th December 2005. The letter set out details of restriction of services for an unpaid bill. I called 0800 671700 about 7 times (check my records) and I was told 'there is no adviser available, please call back.' In between these fruitless and exasperating calls I rang 0800 800 150 and explained all the above clearly and concisely. The call assistant, who took my office phone number, gave me assurances that the matter would be dealt with.

Well, rather than trust your disgraceful, inept, incompetent, inefficient and vexatious service, I have no recourse but to put this matter in writing. Not only that, I am copying it to the chairman of BT, the Chief Executive and [REDACTED]

I am therefore complaining in the strongest possible terms about BT's egregious customer practices where they turn up to effect a repair to their own equipment, with no forewarning of ludicrous charges, no quotation, no proper billing procedure for £115. And what exactly has one gained from this apart from a new handset rented from BT?

Furthermore your negligent service is such that in spite of all my efforts no-one has contacted me orally or in writing, apart from computerised reminders from your robotic, lacklustre and useless administrative machinery. I therefore expect BT to investigate thoroughly, expeditiously and with alacrity this complaint.

The only crumb of amusement I can draw from BT's shoddy and shameful behaviour are a couple of lines from Dr Johnson's 'Vanity of Human Wishes', that would appear to reflect BT's customer care policy:

[REDACTED] London [REDACTED]
[REDACTED]
[REDACTED]

CHRIS HODGKINS

"Where then shall hope and fear their objects find?
Must dull suspense corrupt the stagnant mind?
Must helpless man in ignorance sedate
Run darkling down the torrent of his fate?"

Yours sincerely

Cc: Sir Christopher Bland, Chairman
Ben Verwaayen, CEO,
[REDACTED] non executive director

[REDACTED] London [REDACTED]
[REDACTED]
[REDACTED]

CHRIS HODGKINS

[REDACTED]

2nd February 2006

Mr Ben Verwaayen
Chief Executive, British Telecom
BT Centre
81 Newgate Street
London
EC1A 7AJ

Dear Mr Verwaayen

Please find enclosed copies of my letter to Sir Christopher Bland and to your Correspondence Centre in Durham.

I have been a BT customer since 1983 and I have always operated on the principle that at times it is better to "deal with the devil you know". On this occasion a thorough exorcism would not seem unreasonable.

I trust that you will have this matter fully investigated.

Yours sincerely

Ch 

cc: Sir Christopher Bland
[REDACTED]

[REDACTED] London [REDACTED]
[REDACTED]
[REDACTED]